



III. OVERALL RESULTS

Of 4,703 surveys distributed, 298 were returned with unknown addresses. This effectively reduced the universe to 4,405 potential respondents. At the end of the period allowed for return of forms, 1,674 completed forms had been received and entered into the data base. The 1,674 surveys represented a 38% response rate based on the total of potential respondents. There are no set rules as to what an acceptable response rate should be. However, with follow up contacts to potential respondents asking them to complete this survey, the proper procedures were used to secure an optimal response rate. The survey research literature recommends this approach. It is assumed that a 38% response rate is acceptable for a survey of this type which does not provide any advantage to respondents for their completion of the survey.

Of 1,674 completed forms received, respondents self-selected the questions and areas that they answered. Therefore, the number of respondents to any one question, does not reflect all of the 1,674 respondents. Likewise, where there are cross-tabulation breakouts of two or more questions, the number of respondents represented those who answered each of the questions involved. All respondents were invited to answer questions relating to the Agency's goals and objectives, authority decisions, ADR and training programs, initiatives and the respondents' demographic characteristics. Respondents to questions relating to specific programs were limited to known participants in those programs in 1996 and/or 1997. Respondents who did not participate in a particular program were asked to "skip" those questions and go on the next set of questions. Analysis of results by role represented before the Authority was based on the respondents who identified whether they represented the agency, union, individual, or other. Table 1 shows this percent breakout by role represented before FLRA.

TABLE 1
ROLE REPRESENTED BEFORE THE FLRA: PERCENT PARTICIPATION

Role Represented Before FLRA	Number of Respondents	Percent
Agency	654	43%
Unions	625	41%
Individual	132	9%
FLRA	43	3%
Other	62	4%



A. Overall Level of Satisfaction with Service Provided by FLRA

All respondents were given the opportunity to assess their overall level of satisfaction with the service provided by FLRA and its components in 1996 and 1997. There were differences between respondents views based on the program that they participated in. See Table 2.

B. FLRA Goals and Objectives

The FLRA first established goals and objectives in 1996 to chart a course for fulfilling its mission. (The current Strategic Plan is shown in Appendix C.) All respondents were given asked how well FLRA is meeting its goals and objectives. The respondents were most favorable towards the quality of services FLRA provides to resolve disputes. They were least satisfied with how FLRA clarifies the law through sound, timely decisions and policies. These data are explained below.

Of 1,402 respondents who answered Question 1, the majority or 51% agreed that “FLRA provides quality services that resolve disputes,” 20% neither agreed nor disagreed, and 29% disagreed with the statement. There were differences between respondents views based on the program that they participated in. For example, of 164 respondents who participated in Negotiability Appeals, 37% agreed with the statement, while of the 269 who participated in Representation Petitions, 58% agreed. Of 577 respondents who represented an agency before the FLRA, 54% agreed with the statement, of 531 respondents who represented a union before the FLRA, 48% agreed with the statement. However, of 108 individuals who appeared before the FLRA, only 38% agreed with the statement. See Table 3.



TABLE 2
OVERALL LEVEL OF SATISFACTION WITH THE SERVICE PROVIDED

H3.² What is your overall level of satisfaction with the service provided by the FLRA and its components in 1996 and 1997?

	<u>Number of of respondents</u>	<u>Very Satisfied</u>	<u>Neither Satisfied nor Dissatisfied</u>	<u>Dissatisfied/ Very Dissatisfied</u>
FLRA - the Agency	1,396	48%	22%	30%
Role Represented Before FLRA				
Agency	654	56%	25%	19%
Union	625	44%	19%	37%
Individual	132	35%	16%	49%
Other	62	39%	34%	27%
Office of the General Counsel	1,192	46%	29%	25%
Role Represented Before FLRA				
Agency	654	53%	34%	13%
Union	625	39%	26%	35%
Individual	132	30%	20%	50%
Other	62	39%	36%	25%
Authority	1,322	44%	25%	31%
Role Represented Before FLRA				
Agency	654	52%	28%	20%
Union	625	39%	23%	39%
Individual	132	36%	17%	47%
Other	62	39%	28%	33%
Federal Services Impasses Panel	896	38%	40%	22%
Role Represented Before FLRA				
Agency	654	43%	44%	14%
Union	625	34%	38%	28%
Individual	132	23%	29%	48%
Other	62	33%	48%	19%

²The question numbers refer to the question numbers in the actual survey. See Appendix A for a copy of the survey.



Of 1,298 respondents who answered Question 2, 36% agreed that “FLRA enforces the law through sound, timely decisions and policies,” 21% neither agreed nor disagreed, and 43% disagreed with the statement. It is interesting that more people disagreed with this statement than agreed with it. As will be discussed later in this report, timeliness is an issue with many users of FLRA services. There were differences between respondents' views based on the program that they participated in. For example, of 162 respondents who participated in Negotiability Appeals, 21% agreed with the statement, while of the 271 who participated in Representation Petitions, 41% agreed. Of 580 respondents who represented an agency before the FLRA, 42% agreed with the statement, of 526 respondents who represented a union before the FLRA, 30% agreed with the statement, and of 104 individuals who appeared before the FLRA, 31% agreed with the statement.

Of 1,302 respondents who answered Question 3, 35% agreed that “FLRA clarifies the law through sound, timely decisions and policies,” 22% neither agreed nor disagreed, and 43% disagreed with the statement. Again, it is interesting that more respondents disagreed with this statement than agreed with it. This may also be a reflection of concerns for the timeliness of decisions and policies. There were differences between respondents' views based on the program that they participated in. For example, of 164 respondents who participated in Negotiability Appeals, only 19% agreed with this statement while 64% disagreed with it. Of 272 respondents who participated in Representation Petitions, 41% agreed with the statement. It should be pointed out that Question 3 crosses all FLRA programs. As a result, the findings of this question cannot be correlated with other questions in the survey.

Of 1,301 respondents who answered Question 4, 46% agreed that “FLRA assists parties to constructively manage their disputes,” 21% neither agreed nor disagreed, and 33% disagreed with the statement. There were differences between respondents' views based on the program that they participated in. For example, of 163 respondents who participated in Negotiability Appeals, 34% agreed with the statement, while of 268 who participated in Representation Petitions, 49% agreed. Of 578 respondents who represented an agency before the FLRA, 51% agreed with the statement, while of 525 respondents who represented a union before the FLRA, 44% agreed with the statement. However, of 108 individuals who appeared before the FLRA, only 35% agreed with the statement.



TABLE 3
FLRA GOALS AND OBJECTIVES

	<u>Number of Respondents</u>	<u>Agree/ Strongly Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree/ Strongly Disagree</u>
1. The FLRA provides quality services that resolve disputes in the Federal labor-management community.				
All Respondents	1,402	51%	20%	29%
Program Participated In:				
Unfair Labor Practice Charges	1,150	49%	20%	31%
Representation Petitions	269	58%	18%	24%
Negotiability Appeals	164	37%	23%	40%
Exceptions to Arbitration Awards	243	42%	20%	38%
Role Represented before FLRA	1,291	51%	20%	29%
Agency	577	54%	26%	20%
Union	531	48%	14%	38%
Individual	108	38%	22%	40%
FLRA	31	94%	0%	6%
Other	44	59%	20%	21%
2. The FLRA enforces the law through sound, timely decisions and policies.				
All Respondents	1,298	36%	21%	43%
Program Participated In:				
Unfair Labor Practice Charges	1,141	37%	22%	41%
Representation Petitions	271	41%	25%	34%
Negotiability Appeals	162	21%	15%	64%
Exceptions to Arbitration Awards	242	23%	16%	61%
Role Represented before FLRA	1,286	37%	22%	41%
Agency	580	42%	27%	31%
Union	526	30%	17%	53%
Individual	104	31%	20%	49%
FLRA	31	52%	9%	39%
Other	45	49%	29%	22%



TABLE 3 Continued
FLRA GOALS AND OBJECTIVES

	<u>Number of Respondent s</u>	<u>Agree/ Strongly Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree/ Strongly Disagree</u>
3. The FLRA clarifies the law through sound, timely decisions and policies.				
All Respondents	1,302	35%	22%	43%
Program Participated In:				
Unfair Labor Practice Charges	1,143	35%	24%	41%
Representation Petitions	272	41%	27%	32%
Negotiability Appeals	164	19%	17%	64%
Exceptions to Arbitration Awards	244	23%	18%	59%
Role Represented before FLRA	1,286	35%	24%	41%
Agency	579	37%	29%	34%
Union	527	33%	20%	47%
Individual	105	32%	16%	52%
FLRA	31	36%	19%	45%
Other	44	50%	23%	27%
4. FLRA assists parties to constructively manage their disputes.				
All Respondents	1,301	46%	21%	33%
Program Participated In:				
Unfair Labor Practice Charges	1,146	47%	20%	33%
Representation Petitions	268	49%	28%	23%
Negotiability Appeals	163	34%	22%	44%
Exceptions to Arbitration Awards	240	36%	24%	40%
Role Represented before FLRA	1,287	47%	22%	31%
Agency	578	51%	25%	24%
Union	525	44%	19%	37%
Individual	108	35%	19%	46%
FLRA	31	68%	22%	10%
Other	45	51%	22%	27%



TABLE 3 Continued
FLRA GOALS AND OBJECTIVES

	<u>Number of Respondents</u>	<u>Agree/ Strongly Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree/ Strongly Disagree</u>
5. The FLRA provides leadership in the effective use of alternative dispute resolution methods.				
All Respondents	1,218	39%	30%	31%
Program Participated In:				
Unfair Labor Practice Charges	1,074	37%	31%	32%
Representation Petitions	247	48%	34%	18%
Negotiability Appeals	152	35%	35%	30%
Exceptions to Arbitration Awards	224	34%	35%	31%
Role Represented before FLRA	1,204	40%	31%	29%
Agency	541	43%	35%	22%
Union	487	36%	29%	35%
Individual	102	25%	27%	48%
FLRA	31	81%	13%	6%
Other	43	46%	28%	26%

Of 1,218 respondents who answered Question 5, 39% agreed that “FLRA provides leadership in the effective use of alternative dispute resolution methods,” 30% neither agreed nor disagreed, and 31% disagreed with the statement. There were differences between respondents views based on the program that they participated in. For example, of 224 respondents who participated in Exceptions to Arbitration Awards, 34% agreed with the statement, while of 247 who participated in Representation Petitions, 48% agreed. Of 541 respondents who represented an agency before the FLRA, 43% agreed with the statement, and of 487 respondents who represented an union before the FLRA, 36% agreed with the statement. However, of 102 individuals who appeared before the FLRA, only 25% agreed with the statement.